

27 March 2020

Dear Parents/Carers

## RE: FREE SCHOOL MEAL E-VOUCHERS

During the coronavirus outbreak we are trying to protect all of our children, families and staff. To do this, we need to reduce the amount of contact between everyone.

Therefore, at Oasis Academy Silvertown, we are moving from food being given out daily at the academy, to now sending vouchers to be used at supermarkets directly to your email (E-vouchers).

### How will it work?

1. Make sure the Academy has your email address. If you have not done this already, contact [office@oasisilvertown.org](mailto:office@oasisilvertown.org) stating:
  - a. Your name
  - b. The name of your child
  - c. The email account you want the e-voucher to be sent to.
2. You will then receive a (weekly- until we update you differently) email from Sodexo. **Please remember to check your Junk Email.**
3. Make a note of the '**Cheque number**' and the '**validation code**.'
4. Click on the link "You can redeem your e-cheque gift here"
5. Enter your cheque number and validation code.
6. Select which supermarket you wish to use the e-voucher at (the E-voucher is only accepted at Asda, Tesco, Sainsbury's, Waitrose and M&S).
7. Select the ECode amount (this is £15).
8. Tick to confirm you have checked the Terms and Conditions and click 'Checkout.'
9. You will then receive 2 emails from *Vouchershopexchange*.
  - a. The first one will be an acknowledgement of your request for a voucher. It will give you a reference number and detail the date the voucher was put through for exchange.
  - b. The second email will send you a link to redeem the voucher for use. You will need to click this link to receive the supermarket voucher itself.
10. You will then open your E-voucher (it has a barcode.)
11. Present this barcode at the checkout at your chosen supermarket. You can either show this on your mobile phone, or you can print the barcode.

There will be a step-by-step picture guide available on the academy website. Click on the COVID-19 Support tab.

**What if I do not have an email account?**

If you have internet access, the easiest and safest thing to do would be to set up an email account. You can do this for free by searching for 'Gmail' or 'Outlook' or another free service.

If this is not possible, please contact us at [office@oasissilvertown.org](mailto:office@oasissilvertown.org) stating the name of your child. The Academy will sign up for the voucher for you, and print this off for you to collect. You can then collect this from the office.

**What can I buy with the E-voucher?**

The E-voucher is to buy food each week in replacement of the lunch your child would normally receive at school.

All supermarkets have exclusions from what you can buy with the E-voucher, including alcohol, tobacco, lottery tickets and fuel - funds must be spent on essential supplies for children free school meal purposes.

**Will I receive an E-voucher during the Easter holidays?**

Yes. Whilst this is not normally part of the free school offer, we recognise that this is a difficult time for many families and therefore we want to support wherever we can.

You will receive E-vouchers during the Easter break.

**Note on sharing your information**

Please note we will be providing the email address that you provide us, or have previously provided us with, to our food supplier Sodexo so that they can fulfil a key function of the Academy – to provide food. This information will only be used to send you an E-voucher.

If you have any concerns about this, then please contact us at [office@oasisacademysilvertown.org](mailto:office@oasisacademysilvertown.org)

**Be careful of fraud**

It is important to be aware that criminals are trying to exploit the current national crisis around Coronavirus, and you should be aware that you may be targeted by someone trying to scam you.

*Remember - Oasis Academy Silvertown, Oasis Community Learning and our partners will **never** send you any communication, including via email, that asks you to enter or provide your bank account details in relation to the Free School Meal E-voucher system. **Do not ever provide this information.***

We are using an E-voucher system with a partner company, Sodexo. Sodexo may email you with information about how to download and access an E-voucher. It requires you to enter the cheque number and validation number included in the email, but you will not be asked to provide any bank information or any payment to access these E-vouchers.

Yours sincerely



Johanna Thompson  
**Principal**